

MEDICAL DEPARTMENT ACTIVITY









2004 GUIDE

Morale, Welfare & Recreation



Main Post Bowling Center, 545-4272 Mall Bowling Center, 544-2233

Fort Benning Golf Club, 687-1940

Outdoor Recreation





Lodging

Fort Benning Lodging, 689-0067

Sports & Fitness

Sports & Fitness, 545-4300



Benning Brew Pub, 687-1233 Subway (Main Post), 687-8274 Subway (Kelley Hill), 685-0401 Pizza Hut, 687-3665 Little Caesars' Pizza, 682-2799

Family Services

Army Community Service, 545-2536 Child and Youth Services, 545-9763 Central Registration Office, 545-2079 CDS Coordinator, 545-3064 Middle School & Teen Program, 545-3070 School Age Services, 545-3605 School Liaison Officer, 545-3062



Other MWR Facilities & Services

Army Substance Abuse Program, 545-2475 Auto Skills Center, 545-2337 National Infantry Museum, 545-6762 Omega World Travel, 685-1151 Recreation Centers:

Kelley Hill Rec Center, 544-3079 Sand Hill Rec Center, 544-9161 Sayers Memorial Library, 545-7141 Sports & Fitness, 545-4300 Veterinary Clinic, 545-4444 Wynnsong Movie Theater, 571-3456



Fort Benning Information, 545-2011



For information visit www.benningmwr.com

We are always going to treat our friends at Ft. Benning like the heroes they are, but sooner or later we are going to have to let some civilians stay with us too ... 4 Great Hotels to Choose From... Hampton Inn N.Columbus Ramada Phenix City Wyndham Columbus Econo Lodge Ft Benning (334) 448-2030 706) 682-3803 (706) 256-2222 (706) 324-1800 7390 Bear Lane 3560 Hwy 280 N. 800 Front Ave 4483 Victory dive www.hamptoncolumbus.com www.econolodgega.com www.ramadapc.com www.wyndhamga.com

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GUIDE 2004

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OFFICE OF THE COMMANDER

To All Local Military Medical Beneficiaries:

Welcome to Ft. Benning and the US Army Medical Activity. The MED-DAC staff and I sincerely hope that you and your family remain in the best of health. However, should you require medical attention, we are available to assist you. You will find that our staff truly cares about your health and are committed to outstanding service.

This guide is designed to assist you through our system. It contains general information about our clinics and services, our patient appointment system, some important phone numbers, and about the TRICARE program and the TRICARE Prime options here at the Ft. Benning MEDDAC.

If you have suggestions on how we can improve our services or if you are ever not satisfied with our service or care please let us know by contacting the Patient Affairs Liaison Representative or complete a comment card. We appreciate your feedback.

Sincerely,

DONALD M. BRADSHAW COLONEL, U.S. ARMY COMMANDING OFFICER

Primary Care Managers

Your primary pathway to care is through your Primary Care Manager (PCM). All active duty soldiers are automatically enrolled in TRICARE Prime and assigned to a Troop Medical Center (TMC) or the Family Practice Clinic upon signing in at Ft. Benning. The active duty soldier will need to check in at the TRICARE Service Center located beside the hospital, building 9204, to enroll their family members in TRICARE Prime here at Ft. Benning MEDDAC. Once enrolled, TRICARE will assign all enrolled family members a PCM.

TRICARE Prime guarantees access to appointments as follows:
Urgent Acute Care - 1 Day
Routine Care - 7 Days
Wellness, Prevention, or Specialty Care - 28 Days

Emergency Room

The next pathway to care is through the Ft. Benning MED-DAC Emergency Room (ER). The ER is open twenty-four hours a day, seven days a week. Though the ER should be reserved for emergency service (risk to life, limb, or eyesight), all active duty soldiers and family members are eligible to visit the ER at anytime.

Referrals

There are times the PCM determines that a patient needs to be referred to a specialist. The PCM must request the referral. If you feel you or any of your family members may need to see a specialist you must first see your PCM. Once your PCM determines that a referral is necessary he/she will enter a referral request into the TRICARE system. You will then be contacted by phone or mail with the details of your referral appointment. Your referral may be with a specialist here at Ft. Benning MEDDAC or with an outside civilian provider.

Away From Home

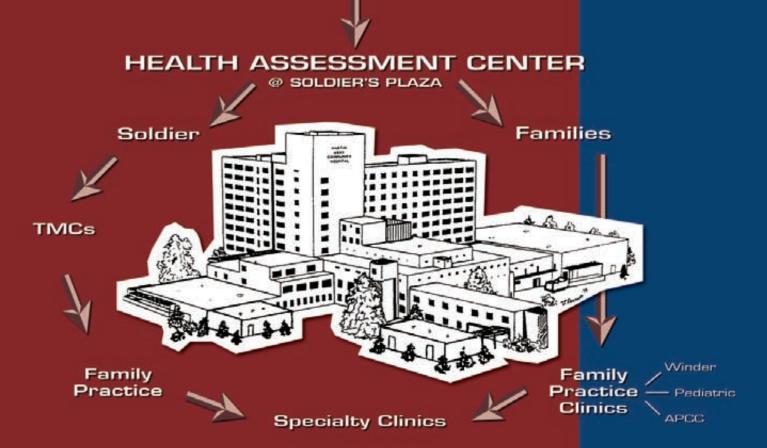
TRICARE understands that travel away from your PCM is a necessary part of life. To access care while traveling you must contact your PCM at 1-888-293-2148 to receive authorization for medical care in the civilian sector. By calling this number you will ensure maximum TRICARE reimbursement and less out-of-pocket expense. If a medical emergency occurs when traveling, report to the nearest ER with military ID card, or dial 911. Contact your PCM within 24 hours.



ACCESS TO CARE



TRICARE



ACCESS IS POWER

Your TRICARE health care is now portable, universal and secure. Accessible an time, anywhere, from any laptop or PC. *Now you can*:

- Schedule online routine and follow-up appointments with your primary care manager (TRICARE Prime and Plus only).
- View customized MTF, clinic and provider Web pages.
- Access 18 million pages of health and wellness information.

The Health and Wellness section includes:

Personal Health Journal

Create your own Personal Health journal to store your medical history, care instructions, and prescriptions.

Be Well

Read all the latest information and news you need for staying healthy.

Get Answers

Learn about symptoms, health conditions, medications, treatments choices and more.

RxChecker

Check your medication for side effects and possible harmful interactions.

For Kids

Learn with fun, educational tools.

Get Answers (Kids)

Check on your child's symptoms, medications and treatments.

What's Next?

For TRICARE Prime and Plus Beneficiaries:

- Web-based pharmacy renewals
- Routine test requests

- Appointment reminders
- Provider/patient e-mails
- More types of online appointments

For All Beneficiaries:

- · Web-based pharmacy refills
- Web-based health assessment

Welcome to <u>tricareonline.com</u>, where *access is power!*

Tricareonline.com was designed in response to your needs for greater access and convenience. It is the first Military Health System program of this scale in military and civilian health care. It provides interactive access while connecting 8.7 million beneficiaries with their Military Treatment Facilities (MTF) and providers worldwide.

<u>Tricareonline.com</u> is available to internet users. All beneficiaries have immediate access to one of the most comprehensive health care sites ever developed.

Central Appointments

Ft. Benning MEDDAC has a Central Appointment Line referred to as the CARE Line. The number is 544-CARE (544-2273). The CARE Line is accessible from 7:00 a.m. - 7:00 p.m., Monday - Friday. After 7:00 p.m. you can leave a message for your PCM. All appointments, cancellations, and reschedules are made through the CARE Line. Active Duty soldiers reporting to sick call are not required to have an appointment. Simply report to your assigned TMC at the appropriate time with a signed Sick Call Slip. Sick Call times vary with each clinic. Check for TMC sick call times in the Primary Care portion of this book. All other appointments are made through the CARE Line.

544-CARE Instructions

For all appointment needs, dial 544-2273 (544-CARE). After the voice welcomes you to Ft. Benning MEDDAC and explains emergency procedures there will be several options listed. For all clinics, appointment needs, and messages for providers, choose Option #1.

Option #1 is organized as follows:

- All primary care clinics including Family Practice, Winder Clinic, and Pediatrics press #1* (*indicates you have reached the appointment desk for that particular clinic)
- Adult Primary Care Clinic, formally the Victory Clinic, press #2*
- Specialty Clinics press #3
- Troop Medical Clinics #4
 - TMC 1 Press 1*
 - TMC 2 Press #2, or dial 545-1778*
 - TMC 5 Press #3, or dial 544-9420*
 - TMC 7 Press #4, or dial 544-9574*
 - Reception Station TMC Press #5, or dial 544-9742*

The Specialty Clinic option is organized as follows:

- 1. Behavioral Health, OB/GYN, Allergy-Immunization and General Surgery*
- $2. \ \ Orthopedics, Podiatry, Physical Therapy and Occupational Therapy^*$
- 3. EENT, Optometry, Audiology and Ophthalmology*
- 4. Dermatology, Neurology, Cardiology, Chiropractic and Gastroenterology*
- 5. EDIS, EFMP, Nutrition and Urology
- 6. All other clinics

All other clinics are organized as follows:

- 1. Preventative Medicine*
- 2. Occupational Health*
- 3. Community Health Nursing*
- 4. EPIDET*

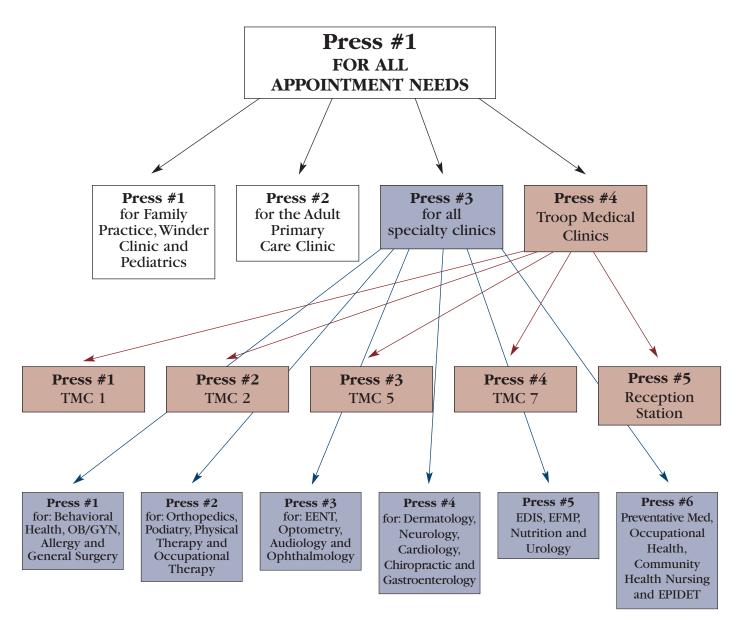


APPOINTMENT PROCEDURES

APPOINTMENT PROCEDURES



544-CARE (Option #1)



Tardiness

MEDDAC requests that all patients arrive 15 minutes prior to all appointments at any of the clinics. If circumstances prevent you from doing so, you will still be seen. If you arrive less

than 60 minutes late you will be placed next in line to be seen. If you arrive more than 60 minutes late you will be seen as soon as all other patients waiting have been seen. The staff of Ft. Benning MEDDAC will make every effort to see all patients in the timeliest manner possible.

Additional CARE Line Options

All the above information is heard by pressing #1 on the main menu. There are other options available on the main menu for those of you not needing to make an appointment or leaving a message for a provider.



APPOINTMENT PROCEDURES

544-CARE (Option #2)

Press #2

To inquire about a claim, consult status; to reach a health benefits advisor, TRICARE info, or Patient Liason

Press #1
to inquire about
an active duty
claim or dial
544-2226

Press #2 to reach a Health Benefits Advisor or dial 544-3461

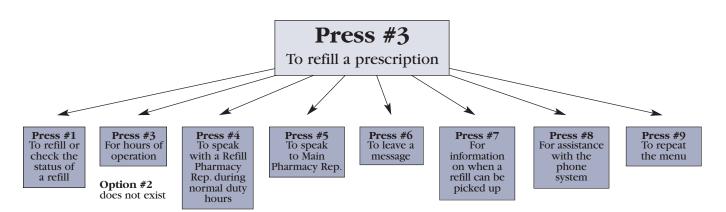
Press #3 Consult Inquiries for TRICARE Prime or MRI or dial 544-2179 Press #4 Choice Behavioral Health or dial 544-4253 Press #5
TRICARE Plus
and all other
consults or dial
544-3009

Press #6 Primary Care Enrollment or dial 544-1046 Press #7
Patient Affairs
Liason or dial
544-2788

Option #2 to inquire about a claim, consult status, to reach a health benefits advisor, TRICARE info, or Patient Liaison.

- To inquire about an Active Duty claim Press #1, or dial 544-2226
- To reach a Health Benefits Advisor Press #2, or dial 544-3461
- Consult inquiries for TRICARE Prime or MRI Press #3, or dial 544-2179
- Choice Behavioral Health Press #4, or dial 544-4253
- TRICARE Plus and all other consults, dial 544-3009
- Primary Care enrollment Press #6, or dial 544-1046
- Patient Affairs Liaison Press #7, or dial 544-2788

544-CARE (Option #3)



Option #3 to refill a prescription

- To refill or to check on the status of a refill Press # 1*
- For hours of operation Press #3*
- To speak with a Refill Pharmacy Representative during normal duty hours, Press #4*
- To speak to Main Pharmacy Representative, Press #5*
- To leave a message, Press #6*
- For information on when a refill can be picked up, Press #7*
- For assistance with the phone system, Press #8*
- To repeat the menu, Press #9*



PRIMARY CARE CLINICS





Family Practice

The Family Practice Clinic is located in the Clinic Mall. The Clinic Mall was a renovation project that began in 1998 and was completed in December of 2002. The Mall contains the following: Outpatient Records, Family Practice Records, Family Practice Clinic, Pediatric Clinic, and the Allergy Clinic. The Family Practice Clinic includes 16 doctor's offices, 41 exam rooms and 4 procedure rooms.

Staff and resident physicians provide lifelong family care that follows patients from birth through childhood and adolescence, pregnancy, adulthood and geriatrics. Several specialty services are offered by the Family Practice Clinic, thus reducing the need for a referral. You can reach the Family Practice Clinic by dialing 544-CARE (Press 1,1).

Winder Family Practice Clinic

The Winder Family Practice Clinic is located on Sand Hill. The clinic has a staff of family physicians and a nurse practitioner. Families seen at this clinic are assigned to one primary family doctor. The clinic is large enough to offer a full range of services for patients of all ages to include prenatal care and Sports Medicine. You can reach the Winder Clinic by dialing 544-CARE (Option 1,1). Hours of operation are from 7:45 a.m. -4:15 p.m. Immunizations are available on a walk-in basis from 8:30 a.m. -11:00 a.m. & 1:00 p.m. - 3:00 p.m. TB Tests are given on administered on Friday.

Troop Medical Clinics

Winder TMC is located on the other side of Winder Family Practice Clinic on Sand Hill. Sick call hours are from 5:30 p.m. -7:30 p.m. for trainees, and 8:00 a.m. -10:00 p.m. for permanent party. Depo Provera shots are given at this TMC Monday-Wednesday 11:00 a.m. - 1:30 p.m. and Fridays from 9:00 a.m. - 12:00 p.m.

TMC #1 is located in Building 2822 on Main Post. Hours of operation are Monday - Thursday 6:30 a.m. - 3:00 p.m., and Friday from 6:30 a.m. - 12:00 p.m. Sick call for acute care is 6:30 a.m. - 7:45 p.m. Appointments can be made through the CARE line. Appointments times are between the hours of 8:00 a.m. - 3:00 p.m. Overseas screenings/immunizations are at 1:00 p.m., Monday - Thursday. Wart clinic is at 1:00 p.m. on Thursdays.

TMC #2 is located in Building 2750 on Main Post. Hours of operation are 6:30 a.m. - 3:00 p.m. Monday, Tuesday, Wednesday and Friday, and 6:30 a.m. - 12:00 p.m. on Thursdays. Sick call hours are Monday - Friday from 6:30 a.m - 8:30 p.m. All Soldiers reporting after 8:30 p.m. will be triaged to determine what course of action to follow.

Permanent party will have the option of scheduling an appointment through the CARE Line. Appointments are only available in the afternoon hours. All in and out processing,

BENNIG MEDICAL DEPARTMENT ACTIVITY

PRIMARY CARE CLINICS

immunizations and routine HIV tests are done Monday, Tuesday, Wednesday and Friday from 1:00 p.m. - 2:30 p.m. TMC #2 is closed every Thursday afternoon at 12:00 p.m.

TMC #5 is located in Building 3612 on Sand Hill. Sick call hours are Monday, Tuesday, Wednesday, and Friday from 5:30 a.m. - 2:00 p.m. and Thursdays from 5:30 a.m. - 12:30 p.m. Appointments are not available for TMC #5.

TMC #7 is located in Building 3415 on Sand Hill. Hours of operation are Monday - Friday 5:30 a.m. -2:00 p.m. Sick call is Monday - Friday 5:30 a.m. -8:00 a.m. Immunizations are given on a walk-in basis at 10:30 a.m. and 1:00 p.m. on Tuesday, Wednesday, and Friday. TMC #7 closes every Thursday at 12:00 pm.

Adult Primary Care Clinic (APCC) • Clinic Wing Basement

The APCC is located in the basement of the Clinic Mall. This clinic is a contractor operated service that provides acute and chronic care for adults during weekday, weeknight and Saturday morning hours. Families that are assigned to this clinic receive care for their children at the hospital's Pediatric Clinic and prenatal care at the hospital's OB/GYN Clinic. You can reach the APCC clinic by dialing 544-CARE (Press 1, 2).

Pediatric Clinic • 1st Floor

The Pediatric Clinic at MEDDAC is a TRICARE PRIME clinic that supports dependent children of active duty and retired Prime patients. As a referral clinic, the Pediatric Clinic also supports other services at the MEDDAC when the primary care provider feels a pediatric evaluation would benefit the patient. All patients are seen by appointment.



The Pediatric Clinic at USAMED-DAC presently has several assigned military and civilian pediatricians, one contract pediatrician and a pediatric nurse practitioner.

The clinic operating hours are as follows:

Normal Clinic operating bours: Monday - Saturday from 8:00 a.m. to 4:30 p.m.

Evening Clinic bours:

Monday - Thursday for 5:00 p.m. to 7:00 p.m.

All appointments for the pediatric clinic are made through the central appointment numbers at 544-CARE (Press 1,1). It is requested that you arrive 20 minutes before your appointment.

Before appointments can be made it is important that sponsors ensure that all dependent children are enrolled in DEERS and TRICARE Prime. Failure to enroll your child may cause delay in care for your children.

Forms for school and daycare immunization certification can be obtained Tuesday, Wednesday, and Thursday during the following hours: 9:00 a.m. - 11:00 a.m. and 1:00 p.m. - 3:00 p.m. These visits are on a walk-in basis, NO APPOINT-MENT is needed. During these visits medical records and immunization records will be reviewed and any missing immunization must be given before any certification form can be issued. It is very important that on these visits both medical records and individual immunization records be present.

Routine well baby and well child visits are by appointment only. At this facility these appointments are routinely at 2 weeks, 2 months, 4 months, 6 months, 12 months, 15 months, or 18 months. Physicals are recommended every two years after the age of two years. Your assigned physician can recommend additional visits as necessary. All well baby and well child appointments are made



Pediatric Clinic

through central appointments at 544-CARE (Press 1,1).

Appointments for sick children or children with acute and chronic medical conditions are made as necessary through the central appointment number at 544-CARE (Press 1,1). When at all possible this appointment will be made with your assigned provider.

Children needing specialty care appointment such as cardiology, gastroenterology, and others will have that care arranged through their primary care provider with a specialist within the TRICARE Network.

Requests for refills will be made through the central appointment lines at 544-CARE (Option 3). Please remember to call for refills at least seven (7) working days before the medications run out. Emergency refills are not routinely made in the pediatric clinic.

Emergency Conditions — An emergency is defined as a condition or injury, which, if not treated immediately could endanger the life or health of the individual or cause per-

manent disability. For this reason all emergency care is performed in the emergency room at Martin Army Community Hospital.

Children in Clinics

The Command and Staff of Ft. Benning MEDDAC understand that many of our patients have children. Though MEDDAC tries to accommodate patients in every way, quality care and treatment cannot be compromised. Non-patient children may accompany parents or guardians into examination or treatment rooms with appropriate supervision. Children under the age of 12 years require adult supervision anywhere within the medical facility. Examples of appointments in which the presence of a child is acceptable are:

- During a prenatal care visit when a pelvic exam is not required
- During an acute illness visit when a genital, breast or rectal exam is not required
- When the parent and child have adjacent appointments

- When the problem does not require that the provider discuss matters of a sensitive nature with the patient
- When the appointment does not involve radiation
- When there are multiple children with appointments

Patients arriving for appointments with non-patients children and no adequate supervision must reschedule the appointment unless the healthcare provider determines the presence of the child will not interfere with treatment or if the patient requires medical intervention on an urgent basis. If the patient's reason for an appointment is not urgent, and the healthcare provider determines that the presence of the child would interfere with treatment, the patient should reschedule the appointment. Parents can use existing hourly childcare services on-Post. Parents must pre-register with the Child Care Center for hourly care at 544-1623 prior to use.

HOSPITAL SERVICESPatient Affairs Liason (PAL)

The PAL office is located across from the information desk in the main lobby. Two Patient Representatives are available to assist patients with compliments, problems, and to provide information. The Patient Representatives can be contacted at 544-2788/1817 between the hours of 8:00 a.m. - 4:30 p.m.

American Red Cross

Located on the 2nd Floor, Room 232 Martin Army Community Hospital Telephone544-3213 Duty Hours9:00 a.m. - 3:00 p.m.

BENNIG MEDICAL DEPARTMENT ACTIVITY

PRIMARY CARE CLINICS

After Duty Hours and Emergency Communications1-877-272-7337

The American Red Cross provides reporting and communication services for active duty military and their family members, financial assistance in conjunction with emergency leave, counseling in personal and family problems, information, and referrals. Volunteer opportunities are available at MEDDAC, Ft. Benning's Veterinary Clinic, and Main Post.

Birth Certificates

MEDDAC averages 90 births a month. The Birth Certificate Clerk will come to your room after your baby is born to complete the information for the Georgia birth certificate. If you are discharged over the weekend, the certificate can be completed over the telephone. You can automatically apply for the baby's Social Security card at this time, which you will receive in approximately 8 weeks.

You will receive a Confirmation of Birth Letter in the mail, which the sponsor takes to update his/her personnel file, and then can enroll the baby in DEERS and TRICARE within 120 days of birth.

In 6-8 weeks, the birth certificate will be available by writing or driving to the following location: Chattahoochee County Vital Records Custodian, Box 119, Cusseta, GA 31805. The state fee is \$10.00 for the first certified copy and \$5.00 for each additional copy.



Martin Café

Religious Services

The Chapel is located in the main basement in Room 8. The chapel is open during normal duty hours Mon-Fri, 8:00 a.m. - 4:30 p.m. Both Protestant and Catholic Services are available throughout the week.

Protestant Services

Sunday	8:00	am
Wednesday	12:00	pm

Catholic Mass

Friday	12:00 pt	m
Sunday	8:00 au	m

Dining Facilities

The Martin Café is located in the main basement and serves breakfast from 6 a.m. - 9 a.m.; lunch hours are from 11:00 a.m. - 2:00 p.m.; and dinner is served from 4:30 p.m. - 6:00 p.m.

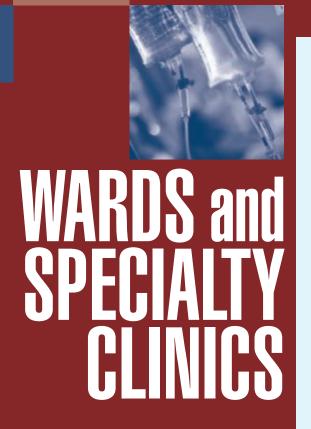
Medical Library

MEDDAC is proud to offer our patients a medical library located in the main basement. All patients can access to the library during the hours of 8:00 a.m. - 4:30 p.m., Monday - Friday. Two librarians who are eager to aid patients staff the library.

Support Groups

Breast Cancer Support Group — Meets on the fourth Monday of each month. The group celebrated its 5th Anniversary October 27, 2003. For more information, call 544-3423.

Breast Feeding Moms Support Group — Meets on the third Tuesday of each month at 6:30 p.m., room 360 on the 3rd floor of the hospital. Babies are welcome to attend. Call 544-2020 for more information.



WARDS and SPECIALTY CLINICS

Intensive Care Unit (ICU)

544-2102/4201 • 2nd Floor

The ICU is located on the second floor. Visitation is based upon the guidance of the patient's physician and the head nurse.

Same Day Surgery/Ambulatory Surgery Clinic 544-2373/1390/4050 • 2nd Floor

Same-day surgery is located on the second floor. Visiting hours are 7:00 a.m. - 7:00 p.m.

SPECIALTY CARE

PCMs refer most patients needing specialty care to the clinics listed on the next several pages. Specialty clinics offer a broad range of clinical services. Healthcare Finders arrange referrals for patients to Dwight D. Eisenhower Army Medical Center, Fort Gordon, Georgia, or Keesler Air Force Medical Center, Keesler Air Force Base, Mississippi.

If the required care is not available at the MEDDAC, the Prime patient can access the care in another military treatment facility or in the civilian sector. If the beneficiary elects the civilian sector, the PCM will route the necessary referral through the MEDDAC electronic consult system to the TRICARE Service Center Healthcare Finder (Building 9204, Room 105) who will arrange the necessary medical appointments.

Cardiology Care Clinic

544-2273 • 7th Floor

Located on the seventh floor of the hospital, the clinic is a referral service for the diagnosis and treatment of cardiac disorders. Echocardiograms are performed on a walk-in basis Monday through Friday, 8:00 a.m. - 11:45 a.m. and 1:00 p.m. - 4:00 p.m., at physician request. Scheduled appointments for echocardiograms, exercise stress testing, and Holter monitoring are also performed at the physician's request.

Dermatology Clinic

544-2273 • 9th Floor

Located on the ninth floor of the hospital, the clinic is a referral service related to the diagnosis and treatment of skin disorders.

BENING MEDICAL DEPARTMENT ACTIVITY

SPECIALTY CLINICS

Eyes, Ears, Nose and Throat Clinic (EENT)

544-2273 • Clinic Wing Basement

This clinic is located in the hospital's clinic wing basement. School screenings are available in the EENT Clinic. Please call for information and times. Services are provided Monday - Friday, from 7:30 a.m. - 4:30 p.m.

The **Audiology Clinic** provides routine hearing examinations by referral only.

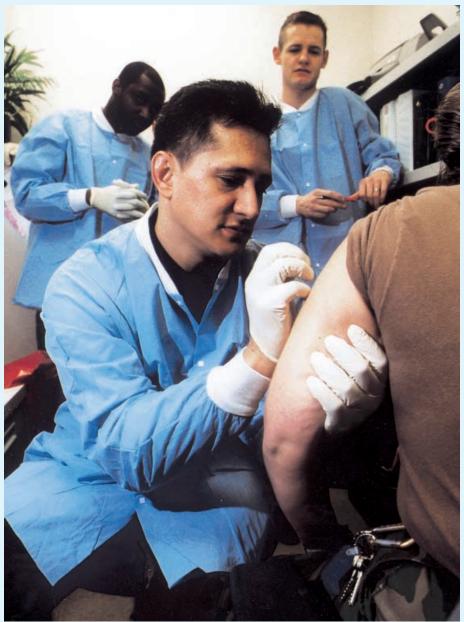
The Optometry Clinic provides services to active duty soldiers. All other TRICARE patients may make an appointment without a referral. The clinic provides routine eye examinations, eye tests for drivers' licenses, limited contact lens care, and screening exams for children new to local schools. Patients not enrolled in Family Practice receive a referral for acute minor eye problems. Ordering and repairs to military eyewear are available on a walk-in basis if the patient brings glasses and medical records.

The Otolaryngology Clinic provides medical and surgical treatment for diseases of the ears, nose, and throat on referral from a PCM.

The **Ophthalmology Clinic** provides medical and surgical treatment of diseases and conditions of the eye for all patients, newborn to geriatric. Appointments for the evaluation of new conditions are by referral. Follow-up care is arranged by the clinic.

Immunization and Allergy Clinic544-2273 • 1st Floor

Located in the Clinic Mall on the first floor of the hospital, the **Immunization Clinic** is a walk-in clinic. Routine immunizations take place from 7:30 a.m., Monday -



Immunization Clinic

Friday and 1:00 p.m. - 3:30 p.m., Monday - Thursday. Patients who are members of a Family Practice Clinic will generally receive their immunizations in their assigned clinic. Rare vaccines, such as Yellow Fever, are only given on Wednesday, 8:00 a.m. - 9:00 a.m., unless specifically coordinated in advance with the clinic. TB tests take place Monday - Wednesday and require the patient

to return in two or three days. Medical records and the patient's yellow International Immunization Certificate (shot record) are required for all immunizations.

The **Allergy Clinic**, also on the first floor, is a referral clinic. Allergy shots are provided following initial consultation and instructions. Allergy extracts containing non-FDA approved ingredients will not be administered.



Parenting classes are available.

Internal Medicine Clinic 544-2273 • 7th Floor

Located on the seventh floor of the hospital, the Internal Medicine physicians provide evaluation and treatment of adults with serious or potentially serious disorders of major organ systems, such as the heart, lungs, blood vessels, digestive, endocrine, renal, and nervous systems. Patients are seen with a referral by a PCM or from Emergency Room Staff. The clinic provides primary care for some adults with chronic or complex problems. TRICARE Prime patients may enroll directly in the clinic.

Nutrition Care Clinic

Located in the hospital's main basement, this clinic provides individual and group diet counseling for patients who require a specialized diet for weight loss/gain or diabetes, cholesterol or sodium restriction. Patients requiring general nutrition, basic weight loss/gain, prenatal, and low cholesterol information may call 544-1542 for an appointment.

Neurology Clinic 544-2273 • 5th Floor

Located on the fifth floor of the hospital, the clinic provides referral service related to the diagnosis and treatment of a nervous system disorder.

Obstetrics and Gynecology 544-2273 • 3rd Floor

Located on the third floor of the hospital, the OB/GYN Service provides gynecologic evaluation and treatment by referral, as well as routine and complicated obstetric care.

The PCM issues a referral for an appointment. If you are pregnant and not assigned to Family Practice, you may call directly to enroll for prenatal care.

Soldiers and family members with a positive pregnancy test are scheduled for OB registration. Space permitting, patients are seen in their Family Practice Clinic. After registration, Family Practice providers care for patients with normal pregnancies. Mothers with potentially complicated pregnancies will receive their prenatal care in the OB/GYN Clinic.

Once a pregnancy is confirmed all expectant families can begin the journey of parenthood through education and focused visits with their doctor. Tours of the Labor and Delivery Ward and Mother Baby Unit are available for expectant parents and siblings. Community Health offers car seat safety classes, and gives out free car seats to parents upon completion of the class. There are birthing and parenting classes offered throughout the pregnancy. You will receive a customized birthing plan and guide to pregnancy once you begin your scheduled prenatal care. You will be allowed ultrasound at different times during your pregnancy. Your family is allowed in the room with you and can view the ultrasound on the TV monitors provided for them. You will also receive an ultrasound photo.

When you are ready to deliver the staff here at MEDDAC is eager to make this special and exciting event a wonderful experience. Over night accommodations for your spouse or birthing partner are available. Anesthesia is available 24 hours a day, 7 days a week.

After you have delivered you will be moved to a private room where you and your spouse/birthing partner will stay with your new baby. Siblings are encouraged to visit

BENNING MEDICAL DEPARTMENT ACTIVITY

SPECIALTY CLINICS

between the hours of 10:00 a.m. and 8:00 p.m. There is a special room service menu available that you can order from throughout the day. You and your spouse/birthing partner can even order a special celebratory dinner of steak or shrimp.

A representative from the First Steps Program will visit you and your new addition once you have settled in to your private room. First Steps brings gifts as well as educational materials and support to your family. First Steps is also available by phone or visit to give personal attention to your needs and questions.

Birth Certificate registration is another bedside option available. Further details are discussed in the Hospital Services Section of this book.

Labor and Delivery 544-1621/2048 • 3rd Floor

Labor and delivery is located on the third floor. Visitation is based upon the individual care needs of the patient.

Mother Baby Unit 544-2802/3992 • 3rd Floor

The nursery is located on the third floor. Visitation is from 10:00 a.m. - 8:00 p.m. The patient's children can visit if accompanied by an adult. Parents and grandparents can visit 24 hours a day.

Occupational Therapy 544-2273 • 8th Floor

544-2273 • 8th Floor

Located on the eighth floor, this clinic provides comprehensive inpatient and outpatient care for distal upper extremity neuromusculoskeletal conditions (i.e. finger, hand, wrist, forearm, elbow problems) to include total upper extremity wound and burn care. Limited acute care (TEMPORARY) for inpatients with

neurological and cardiac conditions and inpatient mental health care services are also provided. We also offer an Outpatient class once a month; Outpatient Stress Management classes once a month, an Outpatient Chronic Pain Support group, and ergonomic consultations.

Orthopedic Clinic 544-2273 • 8th Floor

Located on the eighth floor, this clinic provides referral treatment and surgical care for patients with diseases or injuries of the musculoskeletal system.

Physical Therapy 544-2273 • 8th Floor

Located on the eighth floor, the clinic provides referral care designed to help patients return to normal activity after surgery, disease or injury. Patients should arrive fifteen minutes early and wear athletic clothing for appointments. Active duty sick call is by appointment only and is offered daily at MEDDAC, Kelly Hill, Winder Family Practice Clinic, and TMCs 1 and 2. Patients should

contact their clinic/TMC for further information, or may reach the main MEDDAC Physical Therapy Clinic at 544-2273.

Podiatry Clinic

544-2273 • 8th Floor

The clinic is located on the eighth floor and provides referral treatment and surgical care for patients with diseases, deformities, or injuries of the foot and ankle.

Surgery Clinic

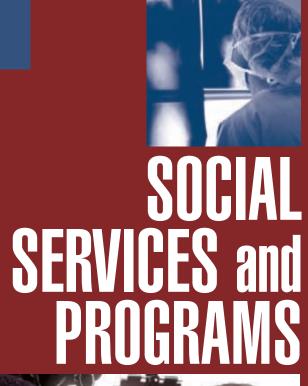
544-2273 • Clinic Wing Basement

Located in the hospital's clinic wing basement, this clinic evaluates and treats patients referred for a variety of general surgical problems. This includes disorders of the gastrointestinal tract and breasts, as well as hernias.

Urology Clinic 544-2273 • 1st Floor

The clinic is located on the first floor of the hospital and provides referral treatment and care for problems associated with the urinary tract.







DIAGNOSTIC SERVICES

Laboratory

544-2221 • 1st Floor

Located on the first floor of the hospital between the main elevators and the pharmacy lobby, this fully accredited service can perform most tests ordered by MEDDAC or other authorized physicians. The hours of operation for outpatient services and phlebotomies are Monday - Friday, 7:30 a.m. - 4:30 p.m., closed weekends and holidays. If you have questions, contact the laboratory manager at 544-1711.

The reception desk at the entrance of the service will provide instructions or scheduling for specimen collection.

Call **544-COLD** (2653) to obtain throat culture results. The laboratory does not release tests results to patients. PCMs receive test results and a follow up visit will be scheduled with the patient.

Radiology (X-Ray)

544-3878/2518 • 1st Floor

Located on the first floor of the hospital near the main elevators, the Radiology Department can perform diagnostic radiographic studies, fluoroscopic procedures, mammography, ultrasound examinations, Computerized Axial Tomography (CAT) Scans, nuclear medicine examinations, and other special imaging procedures at the request of MEDDAC providers or registered or authorized civilian physicians. Visit the radiology reception desk to schedule an appointment, obtain preparation instructions for some of the radiology tests, and any specific scheduling requirements. Test results are not released to patients. The healthcare provider will review test results, and discuss the radiology test results in the context of the patient's medical history, symptoms, clinical, and laboratory findings.

WELLNESS SERVICES

Preventive Medicine

545-1144/4140

This service monitors and promotes the health and welfare of soldiers, family members, retirees, and Department of the Army civilian employees. Available programs include: Community Health Nursing, Occupational Health, Environmental Health, Industrial Hygiene, and Communicable Disease Control.

SOCIAL SERVICES and PROGRAMS

Community Health Nursing 545-4041/1987

Located at Soldier's Plaza, building 2631, services are dedicated to preventing or minimizing hospitalization due to illness and injury and promoting wellness. Community Health programs include elements of: health promotion and education, communicable disease prevention and surveillance, community resources and family support services information.

Maternal-Child Health programs include pre-natal and breastfeeding education, lactation counselors for inpatient, outpatient, and telephone consultation, and the Car Seat Safety Program.

Mothers on the Move (MOMs) the pregnancy physical training program targets pregnant Soldiers to maintain individual readiness. A Postpartum Physical Training program assists Soldiers to re-enter unit physical training.

Community Health Nurses serve as consultants to the post Child Youth Services, ensuring regulatory requirements are met for child health and safety in all CYS programs and conduct certification classes in the areas of communicable diseases, medication administration and infection control for childcare providers. Nurses in this service conduct limited home visits by referral to help improve individual and family health and safety. Families requiring on-going home health nursing or hospice care are referred to civilian agencies by Social Work Services.

Health Promotion provides health assessment counseling and referrals for Soldiers and their families identified with health risks during in-processing and provide health information to Soldiers to raise awareness of good health practices, nutrition and physical fitness. Provides health education specific to community and Soldiers needs in an effort to influence and

encourage active participation in their treatment or health **maintenance** by modifying their behavior or lifestyle. Community education is provided through television, newspaper, health fairs and screening activities.

Occupational Health 545-2186/2187

Located in Building 2630, this office provides advice, assessments, and assistance to commanders, managers and employees on developing and maintaining a healthy work place and reducing economic loss from injury or illness.

Hearing and vision conservation, work-site inspections, and occupational illness and injury programs are among the programs offered.

The Industrial Hygiene Section provides health hazard evaluations and prevention recommendations at all work sites on Fort Benning.

Preventive Medicine Clinic 545-7328

This referral clinic, located on the 2nd floor of Building 2615, provides confidential testing, diagnosis and treatment for a variety of sexually transmitted diseases (STD). The clinic treats contacts of STD patients, and offers education for the prevention of these diseases.

PHYSICAL EXAMINATION SECTION

The Physical Examination Section is located with the Readiness Processing Center, Building 9224, down the hill from MEDDAC. This service assists with active duty physicals for all purposes except Flight, HALO, and Scuba physicals, which are performed at the Family Practice Clinic.

Examinations provided by this service are a supplement to, not a replacement for, visits with your PCM.

All soldiers who need an over-40 or retirement physical should call the Physical Examination Section for further information.

If you have any questions regarding hours of operation, please call 544-5176.

DEPARTMENT OF BEHAVIORAL HEALTH

544-3590

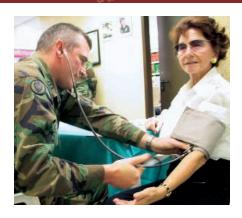
The Department of Behavioral Health offers the following:

Outpatient Health Services 544-2273 • 4th Floor

Located on the fourth floor of the hospital, this service provides direct appointments and walk-ins for active duty soldiers, dependents and retirees.Mental status evaluations, command consultations, stress management education, suicide prevention education, chapter evaluations, critical incident stress debriefings, deployment and redeployment briefings and individual and group counseling. This service also provides psychiatric and psychosocial evaluations, counseling, psychotherapy, and a full range of psychological and neuropsychological testing for retirees and dependents.

Exceptional Family Member Program

The Exceptional Family Member Program (EFMP) identifies, and documents the special medical, mental health and/or educational needs of family members to ensure that those



needs are considered during the assignment process. Enrollment in EFMP is mandatory for all family members of active duty military with needs requiring specialized services.

Enrollment criteria include:

- Serious or chronic medical problems/physical disabilities
- More medical support than commonly provided by Family Practice in and out patient settings
- Any level of asthma within the last five years, cancer or mental health conditions
- Any potentially life threatening conditions
- Intensive follow-up support such as high-risk newborns and patients with diagnosis of cancer within the last five years
- Mental health disorders
- Inpatient or chronic (more than six months) outpatient mental health within the last five years
- Any mental health required at the present or projected for the future
- Attention Deficit Hyperactivity Disorder (ADHD) requiring pediatrician, mental health provider, or counselor
- Special education or physical, speech, sensory, or psychiatric disabilities impacting special education program (3-21 years of age)
- Early intervention services begin at birth and continue up to 3 years of age

Enrollment should be completed when initial diagnosis of a medical condition is made and/or awareness of special educational concerns are addressed as well as any substantial change in conditions. This process applies to adults as well as children. Screening is required for all family members requesting travel to an overseas assignment. Family screenings are strongly encouraged. Point of contact for the Army's program at MEDDAC is:

Exceptional Family Members Program 706-545-3835/1161

Bldg. 2412

Monday - Friday, 8:00 a.m. - 4:30 p.m.

Educational and Developmental Intervention Services

The Educational and Developmental Intervention Services (EDIS) is a program that serves infants and toddlers, birth to three years of age, and their families with disabilities who are experiencing developmental delays. Children are entitled to receive services tuition free from EDIS when they live on post and are entitled to attend Department of Defense Schools. There is a counter part program in the community that is available to serve those families who live off post.

Eligibility for services is met when an infant or toddler meets standard criteria based on standardized testing (i.e. speech and language delay, motor delay, cognitive delay, etc.) or if a child has a medical condition which is known to have a high probability of resulting in a developmental delay (i.e. Spina Bifida, Down Syndrome, extreme pre-maturity, etc.).

Enrollment in EDIS is optional to families and they do not have to participate in EDIS services if they do not wish to. However, if a developmental delay is identified, enrollment in the Exceptional Family Member Program EFMP) is mandatory by the staff working at EDIS.

Some of the services include but are not limited to: speech therapy, occupational and physical therapy, family therapy training and counseling, medical services, early childhood special instruction, service coordination, vision and hearing services, assertive technology and services, screening, assessment and child find, home visits, transportation, and nutrition services and many more.

To receive help from EDIS you may be referred by your physician or as a parent you may call and inquire about how to obtain services. The number for EDIS is 545 3835/1161/5564/5560. We look forward to hearing from you if you have any concerns about your child's development.

PHARMACY SERVICES

MEDDAC Pharmacy operates two facilities that dispense medication: The Main Pharmacy, located on the 1st floor of the hospital just inside the hospital's clinic entrance, and the Refill Pharmacy, located at the west entrance of the Main PX Shopping Mall. All prescription refills are filled at the PX Refill Pharmacy. The Main Pharmacy is open from 8:00 a.m. - 6:00 p.m., Monday - Friday, and 8:00 a.m. - 4:00 p.m. on Saturday. The PX Refill Pharmacy is open weekdays 9:00 a.m. - 6:00 p.m.

MACH Formulary

Authorized beneficiaries can submit prescriptions written by military or civilian practitioners. However, only prescriptions written for medications that are on the approved MEDDAC Formulary are filled. If there is any doubt about whether the Pharmacy stocks the medication, the

patient or your physician can call the pharmacy and ask if the medication is available (544-1583/4771). The list of medications stocked is available on the Martin Army Home Page: www.martin.amedd.army.mil.At the home page, go to the pharmacy section and double click on the MACH Formulary and an alphabetical listing of all the drugs carried is available.

Taking a Ticket

When entering the hospital, through the pharmacy entrance, the first step is to obtain a number from the number machine located under the television set. When your number is called and displayed on one of the screens located on the walls in the waiting areas, proceed to the indicated window.

Active Duty Line

From 8:00 a.m. - 5:00 p.m. Active Duty Personnel in Uniform can walk up to window number one and get a prescription for themselves or their dependents without waiting.

Main Pharmacy Drop Box

Patients can also DROP OFF prescription(s) and return in two hours to pick up medications. The Drop Box is located in the Pharmacy Lobby. Window number two is for patients who prefer to use the drop box. Prescriptions placed in the drop box will be picked up every hour on the hour and will be ready for pick up two hours after it was dropped off.

Military ID Card Required

The PATIENT'S military or family member identification card is required at the time prescriptions are obtained. For children who do

not have a military ID, present their medical card.

Patient Medication Information

At the time patients pick up prescriptions, information is provided regarding the medication. Additional information on medications is available at www.safemedication.com or from the MACH home page on the Internet (see instructions on using the WebCare Rx Refill System below).

Pharmacy Questions

Questions or concerns regarding Pharmacy Service are answered by calling the Chief at 544-4666 or by visiting room 173 just inside the pharmacy wing entrance.

For maximum convenience, patients have the options of using the Phone-In, Mail-In, Refill Drop Box, or the WebCare RX Refill System for prescriptions initially filled at MEDDAC. The Refill Drop box is only available after the Refill Pharmacy is closed. Unclaimed prescriptions are returned to stock after five calendar days. Call the pharmacy at 544-3319 to request a pick up extension before the fifth day.

Phone-In Refills 544-2273

For touch-tone telephone users, please follow the recorded instructions. Patients with rotary telephones may leave a message following the voice recording. Refills called in will be ready for pick-up at the PX Refill Pharmacy 24 hours from the time called in (see above for hours of operation). Refills called in on Friday, Saturday or Sunday will be ready for

pick-up on Tuesday. Refills called in on a federal holiday will be ready for pick-up 24 hours after the ending of the holiday. Refills are honored within 7 days before the end of the current prescription. Exceptions may be granted based on individual circumstances; leave a message on the recorder or contact the Pharmacy directly at 544-3319.

Mail-In Refills

Mail-in refill forms are available upon request. You must mail in your requests at least 10 days prior to the date you would like to pick up your refill. Visit the Main PX Refill Pharmacy with the patient's military ID card when you pick up refill medication.

WebCare Rx Refill System

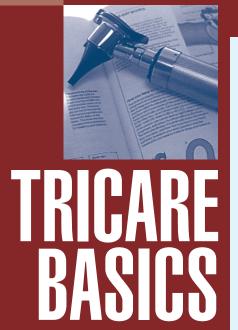
Visit the MEDDAC Home Page on the Internet at www.martin. amedd.army.mil. Then go to the Pharmacy site and double click on the box labeled WebCare Rx Refill System. Follow the instructions to have your refills processed. You can also print out patient information sheets on the medications you are taking by following the listed instructions.

Walk-In Drop Box

The Walk-In Drop Box is located outside the Refill Pharmacy in the Main PX Mall. Fill out the refill form and drop it into the box. Refills are ready for pick up on the next business day.



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TRICARE Prime

TRICARE Prime is the military's managed care program and is available at the Ft. Benning Medical Department Activity. TRICARE Prime is the preferred option for many. Under TRICARE Prime, active duty families are assigned a military primary care manager (PCM). Retirees and their families can select either a military PCM or a civilian PCM. Please ensure your information in Defense Eligibility Enrollment System (DEERS) is current.

Your PCM will serve as the medical manager for your entire healthcare needs to include offering preventive healthcare, caring for your episodes of illness, and facilitating referrals to a specialist when needed. Since your PCM will manage your healthcare needs, he or she will always be your first point of contact when you need healthcare. True emergency care may be an exception, and you should proceed to the nearest emergency room. If your PCM cannot meet your specific healthcare need, he or she will refer you to the appropriate specialty physician. The specialist will notify your PCM of his or her findings so that your primary care manager can continue to manage your care.

Other advantages of TRICARE Prime include:

- Free Preventive healthcare benefits
- Priority appointments to Prime enrollees improving access to non emergent healthcare
- The lowest out of pocket cost shares of any TRICARE option.

The is no cost share for active duty family members and a nominal fee for non-active duty family members with TRICARE Prime for authorized care with a provider outside of a MTE Outpatient care in the MTF is at no charge.

The TRICARE Prime HMO offers the most comprehensive healthcare benefit but does have some restrictions. Please stop by our TRICARE Service Center to learn more about TRICARE Prime, or call 1-800-242-6788.

TRICARE Standard

TRICARE Standard was previously known throughout the United States as CHAMPUS. Through TRICARE Standard, you can seek care from any civilian healthcare provider although some restrictions do apply. However, you are responsible for annual deductibles and cost share amounts.

A deductible is the cost of healthcare you are fully responsible for before you can receive benefits through TRICARE. Once you have met your deductible, your TRICARE benefits begin to help pay for your healthcare costs. At the beginning of each fiscal year (October 1- September 30) you start a new deductible.

A cost share is the cost of healthcare you are responsible for and is dependent upon your sponsor's military status and pay grade. Your cost share is usually based on a percentage of the

BENNING MEDICAL DEPARTMENT ACTIVITY

TRICARE BASICS

CHAMPUS allowable charge. This option works best if you have other health insurance (OHI).

To be eligible for TRICARE Standard benefits, you do not need to enroll in any program. You must simply be eligible for CHAMPUS.

TRICARE Extra

As a TRICARE Standard beneficiary you can save money by selecting a physician who is a TRICARE Network Provider (civilian provider). Whenever you visit a TRICARE Network Provider, your cost share is decreased by 5 percent. This is possible because the TRICARE network Provider has agreed to work with HNFS to bring the savings to you. This program is called TRICARE Extra.

TRICARE for Life (TFL)

TRICARE for Life (TFL) began October 1,2001 and means additional benefits for beneficiaries over 65 who are enrolled in Medicare Part A+B. Patients gain access to expanded medical coverage know as TFL, as long as they are uniformed services beneficiaries who are Medicare-eligible, and have purchased Medicare Part A+B.

- Acts as secondary payer to Medicare
- · Claims are filed automatically
- No monthly premium (except the cost of Medicare Part A+B)

TRICARE Plus

Separate and distinct from TRI-CARE for Life or TFL, is TRICARE Plus (TPlus) — a local Military Treatment Facility (MTF) based upon primary care enrollment program.

Ft. Benning MEDDAC began the TPlus program on October 1, 2001. Mail outs were sent to our over 65 year old population inviting them to enroll in TPlus.

It is important to note that TPlus enrollment is based on the MTF's capacity to enroll eligible people and its ability to meet TRICARE Prime appointment standards. Therefore, not everyone eligible for TPlus will be enrolled in the MTF Program. TPlus is not portable to other MTF's.

More information is available by calling MACH's TRICARE Service Center at 685-1138 or visit www.tricare.osd.mil on the Internet.

TRICARE Service Center

The TRICARE Service Center for Ft. Benning is located next to the hospital in Building 9204. The local phone number is 685-1138. The service center is open Monday - Friday, between the hours of 8:30 a.m. - 4:30 p.m.

The TRICARE Service Center offers an active duty inprocessing brief Monday - Friday at 9:00 a.m. in building 2622 at Soldiers Plaza. At this time all active duty soldiers will be briefed on their benefits and the benefits and services available to their dependents. Enrollment forms are disbursed at this time but must be turned in at a later time to the service center.

FT. BENNING DENTAC

Ft. Benning has three Dental Clinics located throughout the post. There is also an Oral Surgery Clinic located in the hospital that is a referral specialty clinic. Assignment to dental clinics is based upon the soldier's unit.

The Love Dental Clinic (544-2051) is located on Santa Fe Road in Building 9240. Dental sick call hours at Love Clinic are from 7:30 a.m. - 10:00 a.m. Soldiers can walk in for assessment and follow up appointments will be made as needed.

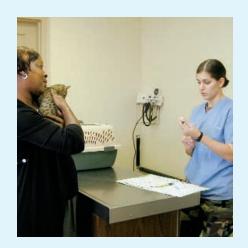
The Bernheim Dental Clinic (545-2901) is located on Main Post on Sightseeing Rd, Building 2828. Dental sick call at Bernheim Clinic is conducted between the hours of 7:30 a.m. - 10:30 a.m. and 12:30 p.m. - 3:00 p.m. One can walk in or call for an appointment.

The Salomon Dental Clinic (544-9071) is located on Sand Hill in Building 3255. Dental sick call is conducted between the hours 7:30 a.m. - 9:00 a.m. All Basic Combat Trainees are assigned to Salomon Dental Clinic.

The Oral Surgery Clinic (544-3386) is by referral only. The hours of operation are 7:30 a.m. - 4:30 p.m. The Oral Surgery clinic has three surgeons on staff. All type of surgeries, medical and cosmetic from the neck up are performed.

VETERINARY CAREFt. Benning Veterinary Clinic

The Veterinary Clinic is located on main post in Bldg. 265, 10th Mountain Division Road. The clinic operates on an appointment schedule. There is a sick call for extremely ill animals at 8:30 a.m., Monday-Friday. The clinic can be reached by dialing 545-4444.





NUMBERS TO KNOW

(A QUICK REFERENCE LIST)



498TH MED EVAC	545-5311
ADMISSIONS	544-3475
ANIMAL CARE	545-4444
BIRTH & DEATH CERTIFICATES	544-1240
BRACE SHOP	544-4658
CASE MANAGERS	544-4080/4081
CHAPLAIN	544-2511
COMMUNITY HEALTH NURSE	545-4041
CORRESPONDENCE	544-2677/1244
CREDENTIALING	544-1442/5295
CT SCAN	544-4451
DEERS	545-1179
EFMP	545-5803
EKG	544-4166/4305
EMPLOYMENT VERIFICATION	1-800-367-2884
EMS	544-4000
ER	544-1123
EYE LAB	545-3638
FAMILY PRACTICE RECORDS	544-1185
FOREIGN BIRTH CERTIFICATES	202-955-0307
INPATIENT PHARMACY	544-1306
INPATIENT RECORD	544-1541
INPATIENT/OUTPATIENT CODING	5544-1242
LABORATORY	544-2221
LIBRARY	544-3533
LOVE DENTAL CLINIC	544-2051/2052
MARTIN CAFÉ	544-3783
MEDDAC PX	687-8350
MEDICAL BOARDS	544-4365
MEDICAL HOLD	544-1026/1025
MENTAL HEALTH	544-3590
NUTRITION CARE	544-1542
ORAL SURGERY	544-3386





OUTPATIENT PHARMACY	544-4771
OUTPATIENT RECORDS	544-1810
PAIN CLINIC	544-4742
PATIENT AFFAIRS	544-1817
PEBLO	544-1886
PHYSICAL EXAM	544-5179/5115
POST INFORMATION	545-2011
POST LOCATOR	545-5216
POST RED CROSS	545-5194
PREVENTIVE MEDICINE	545-1144
RADIOLOGY FILE ROOM	544-3018
RADIOLOGY	544-2518
RED CROSS at MEDDAC	544-3213
READINESS PROCESSING CENTER	544-3184
REFILL PHARMACY	544-2273, 1-888-293-2148
RESPIRATORY THERAPY	544-4390
SAME DAY SURGERY	544-2373
SOCIAL WORK SERVICES	545-1661
STD CLINIC	545-7328
TELEMETRY	544-1997
THIRD PARTY INSURANCE	544-1409/2287
TREASURY	544-3093
TRICARE	685-1138
TUMOR REGISTRY	544-4663
ULTRA SOUND	544-1563

GUIDE 2004

PATIENT RIGHTS and RESPONSIBILITIES

We at Fort Benning Medical Department Activity are pleased to serve you. We respect the rights of our patients and recognize that each patient is an individual with unique health care needs.

Rights

Our dedicated staff will work hard to ensure your earliest possible recovery. As a patient you (or your designated representative) have the right to:

- Be provided with considerate, high quality, respectful care.
- Receive complete and understandable information about your diagnosis, treatment, and prognosis.
- Participate in decisions concerning your care or to designate someone who can speak for you.
- Know the names of your health care providers.
- Have your personal information kept confidential and privacy respected.
- Obtain a second opinion concerning your diagnosis and treatment.
- Participate in any discussion concerning your care and to receive information concerning advance directives.
- Receive advance notice, be informed about research projects and know you can refuse to participate in them.
- Be informed of facility rules and regulations.
- A fair and efficient process for resolving difference with your health care providers and the institution that serves you.
- Achieve optimum pain relief as an important part of your treatment.

Responsibilities

In order to provide you with quality health care, it is essential that there be close cooperation and clear communication between you and the hospital staff. You can be of great assistance by assuming the following responsibilities:

- Provide the staff with all the information you can on your medical history, conditions, and use of medications.
- Ask questions when you do not understand your treatment plan.
- Participate in your treatment plan.
- Follow the hospital's policies regarding patient care and conduct, and be considerate of the rights of other patients and the staff.
- Keep appointments or cancel them ahead of the scheduled time.
- Recognize the impact your personal life-style plays on your health.
- Report any violations of your rights to the head nurse or designee, of the Patient Affairs Liaison (PAL) Office.
- Promptly return your medical records to the control of the hospital.
- Communicate the presence, quality and intensity of pain to the staff.

La traduccion espanola disponilde del personal sobre el pedido. Spanish translation available upon request.

Fort Benning

Located only miles from the Alabama border, the MEDDAC is central to a wealth of destinations. It shares its rich history with Fort Benning — most well known as the "Home of the Infantry."

Named after Henry L. Benning, the Fort was originally established as the United States Army Infantry School; and since 1918, the school and base have been symbiotic in terms of growth. From its humble beginnings, Fort Benning has supplied instruction, in response to the nation's ever-increasing demand for Infantry training. The Infantry School of Arms was originally opened on October of 1918. After a meeting at Fort Sill, the Adjutant General decreed that all "...personnel, property and equipment" be relocated to Columbus, GA by no later than October 1st. Its first troops arrived fresh from Fort Sill on October 6th, and occupied several temporary camps, while a suitable location could be decided. One was found, with the aid of a local plantation owner, Arthur Bussey. His lands were expansive, and would be ideal for training and building construction. The temporary camp was then moved to the Bussey Plantation, and designated Camp Benning, as Henry was the area's most successful Civil War officer.

The camp received full Fort status during the 1940's as construction and troop numbers grew, in response to the alarming events preceding WWII. Its "cornerstone" was assured, with the official arrival of the First Infantry Division coupled with the Officer Candidate School and the newly established Airborne Training Division.

The Fort has also been responsible for training some of the nations most prominent figures, from "Five Star Generals" like Dwight Eisenhower and George Marshall, as well as historical icons Colin Powell and George Patton.

Housing

Fort Benning has a total of 4,070 units of family housing on the installation. All eligible PCS personnel who have one or more family members living with them are eligible to apply for military family housing. The date you sign out of your last PCS station will be your eligibility date, which determines your position on the waiting list, not your waiting time for quarters. After you have signed in to the installation, applying for quarters will be done as part of your inprocessing at Soldiers' Plaza. For more information, call the Family Housing Office: DSN 835-2990 or commercial (706) 545-2990.

Soldiers traveling on official orders (PCS/TDY) have priority and may make reservations in advance. Travelers who are not on official orders may make reservations 45 days in advance on a space available basis. Room rates range from \$27 to \$60 per night and may accommodate single and double guest rooms. Check-in times are 2 p.m. - 6 p.m. unless reservation is guaranteed with a credit card for late arrival. After 6 p.m. vacant rooms



COMMUNITIES



COMMUNITIES





Martin Army Community Hospital

are available on a first-come, first-serve basis. Check-out time is 11 a.m. Continental breakfast is served.

Requests for reservations or further assistance can be made by telephone at (706) 689-0067, in person at Olson Hall (Bldg. 399), or on the worldwide web at www.benningmwr.com or Lodging@benning.army.mil.

Martin Army Community Hospital

Fort Benning's **MEDDAC**, a major subordinate command of the U.S. Army Medical Command, furnishes medical care to an eligible patient population in excess of 72,000 beneficiaries. Its primary facility is Martin Army Community Hospital (**MACH**), Building 9200, conveniently located off I-185 and Marne Road. In 1995 the hospital received full Accreditation with Commendation from the Joint Commission on Accreditation of

Healthcare Organizations (JCAHO), an honor reserved for only the finest hospitals in the nation.

With 250 beds and the reputation for one of the nations best in terms of "Quality of Care," Martin is truly the backbone of Fort Benning. Established in 1918, the hospital was originally meant only for military personnel, and was based out of Columbus General Hospital. Then, in 1958, a new location was constructed, and Martin vacated from Columbus General, and moved into it's own domain. However, as more and more outpatients flooded the hospital, an ambulatory care wing was constructed, spanning 59,000 square feet. The 10-floor hospital boasts 4 floors entirely devoted to in-patient care, not to mention an expansive surgical suite, and 36 ambulatory care clinics. As far as labs, the hospital includes a specimen, diagnostic & radiology and tomography labs, as well as a multi-tiered pharmacy service. To keep up with all of these features, the hospital

employs more than 750 civilians, and over 680 military personnel.

In terms of daily numbers, Martin provides care to over 125 in-patients and averages nearly 1,800 outpatient visits. The outpatient pharmacy processes nearly 2,500 prescriptions per day...and the hospital's birth average is 3 babies per day!

From a community standpoint, Martin is a pioneer in military hospital, with a "Family Practice Residency Program" (est. 1972), which spans 3 years and maintains 30+ residents providing medical services throughout the hospital, over a 24-hour period.

In addition to its medical mission, the MEDDAC has an extensive professional teaching/training mission, and in 1972 established the Army's first Family Practice Residency Program. This 3-year program maintains approximately 30 residents who provide medical services throughout the hospital.

Other specialty training programs include the clinical portion of the Army's Physician Assistant Program, a residency in Health Care Administration, Podiatric Surgery internship, training in several enlisted specialties, and numerous clinical rotations or externships conducted in cooperation with local colleges and universities.

The MEDDAC is responsible for the operation of several services outside the hospital. Those located in Soldiers' Plaza include Social Work Service, and the Preventive Medicine Service, which includes Community Health Nursing, Occupational Health, the Preventive Medicine Clinic, and the Health Screening Center. Located near the Infantry Museum is the Army Substance Abuse Program, Exceptional Family Member Program, and the Early Intervention Program. In addition to these facilities, the MEDDAC operates four Family Practice Clinics, five on-post Troop Medical Clinics (TMCs), a Reception Station, and two

COMMUNITIES



satellite TMCs in support of Ranger School training in Georgia and Florida.

Columbus

Georgia's first city, Columbus is a perfect mix of new-school technology and old-country charm. Columbus is historically known as the location of the first consolidated government, and more recently; the birthplace of Coca-Cola. Columbus is also known for its continuous upgrades. Its shining jewel is the Columbus Convention and Trade Center (www.columbusga.org/Trade Center/). It was built/refurbished in 1970; on the site of what was once Columbus Iron Works, the city's principal steel mill. Not to be outdone, the city also boasts the Springer Opera House (www. springeroperahouse.org), and the State Theatre of Georgia.

If National History is more your cup of tea, Columbus also offers the National Civil War Naval Museum (www.portcolumbus.org), Columbus Museum (www.columbusmuseum .com), National Infantry Museum (www.infantry.army.mil/museum/ index.htm) and the Ossahatchee Indian Festival (www.ossahatchee.org). And for Nature/Natural History buffs, there's always Callaway Gardens (www.callawaygardens.com) celebrating it's 54th anniversary this year! — and the Coca-Cola Space Science Center (www.ccssc.org).

Atlanta

Less than two hours north. Georgia's capitol is another crucial destination, with all of the amenities that you would expect from the home of the Falcons, Hawks and Braves. Not only is there a wealth of sports opportunities, but the city also offers over 18 major multicultural opportunities, as well as 4 major theme parks, Six Flags Over Georgia, Six Flags

White Water, The World of Coca-Cola Atlanta and American Adventures.

Atlanta was founded as the "official end" of the Western & Atlantic Railroad Line; in fact the name "Atlanta" is the feminine form of "Atlantic," named (of course) after the Railroad. Atlanta has been nicknamed several times during its rich history. Most notably, in the 1950-60's the city was named "The City Too Busy to Hate," and modified for 21st Century standards as "The City Not Too Busy to Care." In fact, many speculate that it is this attitude that drew the attention of the 1996 Olympics.

Atlanta is probably most well known as the "Heart of the Confederacy," mainly due to it's spectacular growth over the years. Even though the city's population remains steady at 420,000, the past decade has yielded an unprecedented metropolitan growth of over 40 percent (from 2.9 to 4.1 million). If the last quarter century is any indication, the future is bright for Atlanta, with booms in both progress and population!



Located in the UPtown Columbus area, the Coca-Cola Space Science Center has become a staple attraction for the public and educational community alike. Featuring the Challenger Learning Center, students and spectators are provided with a rare opportunity to fly simulated space missions. The Omnisphere Theater brags programs for all ages, from laser light concerts to interactive educational experiences. Laser light shows take place each weekend, and the theater is a hotbed for housing special events. For a more hands-on experience, The Mead Observatory has a research-class telescope to bring out the budding astronomer in everyone. For more information on The Coca-Cola Space Center, call (706) 649-1470 or check online at www.ccssc.org.

GUIDE 2004 29



The National Infantry Museum

Macon

Roughly the same distance from Columbus to Atlanta is Macon, home of the Georgia State Fair, and the Cherry Blossom Festival. In terms of statewide museums, Macon has the lock-down. Not only does it offer the Georgia Music Hall of Fame (www.gamusichall.com), but also the Georgia Sports Hall of Fame (www.gshf.org) and the Tubman African American Museum (www.tub manmuseum.com). As far as the Arts, Macon boasts six major theatres, the most notable of which is the Grand Opera House (www.mercer.edu/the grand/) and the Macon Arts Alliance (www.maconartsalliance.org).

If historical landmarks are more your cup of tea, Macon offers the Hay House (www.hayhouse.org), and the Cannonball House (www.cannonballhouse.org) are two of the 10 major Historical sites.

Things to do

On the southwestern side of Fort Benning is a place where trees grow tall and the water of an inviting inlet flows deep and cool. This is Uchee Creek Army Campground and Marina — a place where active duty and retired military personnel, DoD civilians, their families and other eligible personnel can spend a weekend or an entire vacation enjoying the natural beauty of the scenic Chattahoochee River.

The Destin Recreation Area's 15 1/2 acres of land located on the shores of the Choctawhatchee Bay provide active duty and retired military personnel, their families, and DA civilians many ways to unwind and enjoy a tropical vacation just 220 miles south of Fort Benning. The recreation area is located only a short drive from Florida's breathtaking beaches.

The National Infantry Museum, established at the Home of the U.S. Infantry in 1959, has just one mission: to honor the infantryman and his more than two centuries of proud service to the nation.

The museum offers visitors 30,000 square feet of exhibit space within an impressive historic masonry building that features large, well-lighted, carpeted galleries. The building, which is climate controlled, is accessible to those using wheelchairs. An elevator serves all four floors of the museum.

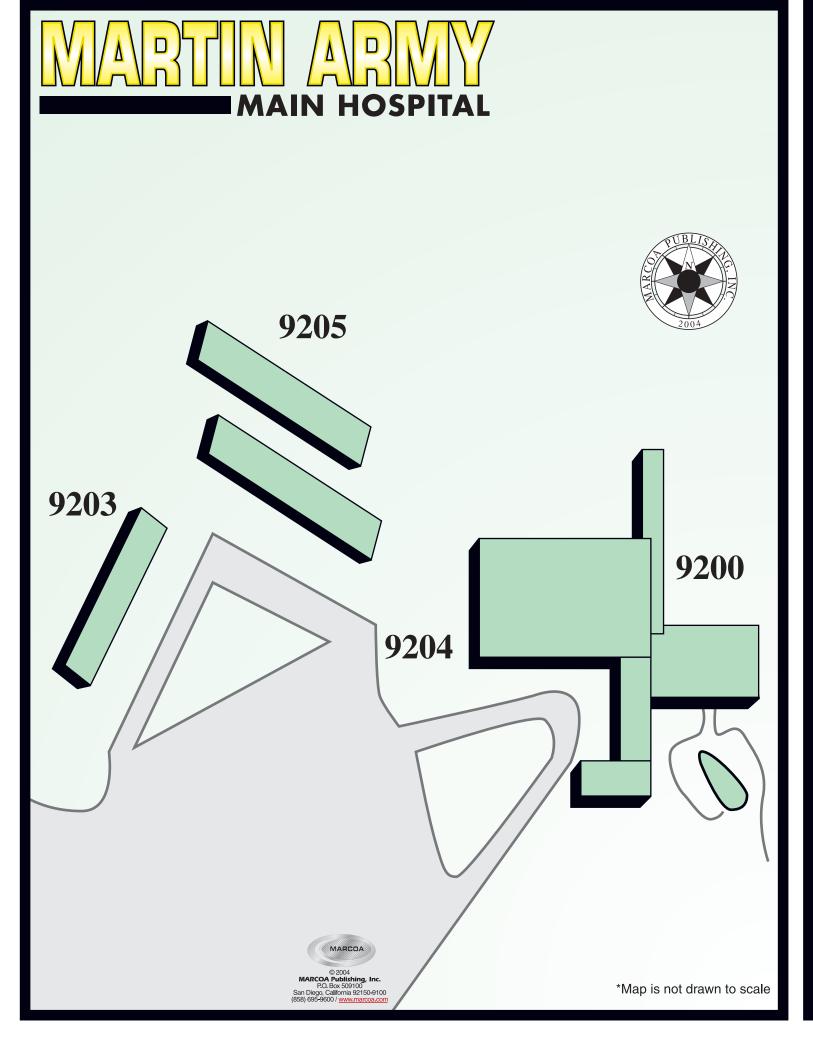
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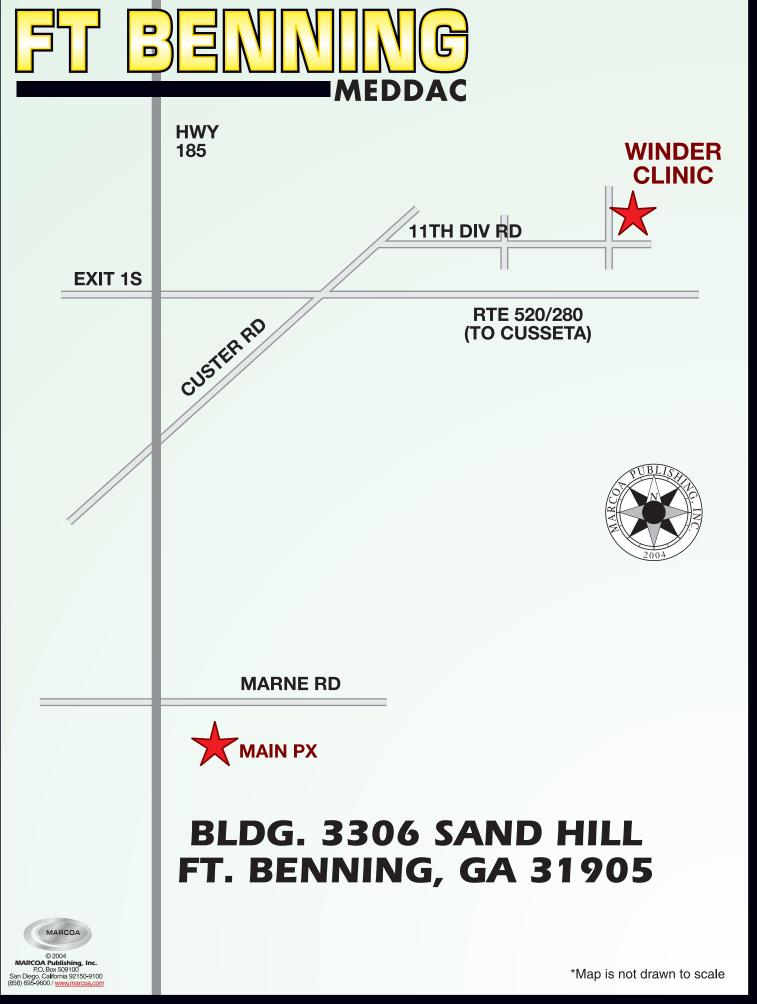
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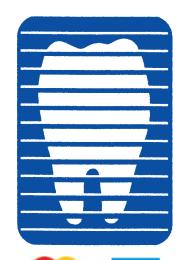
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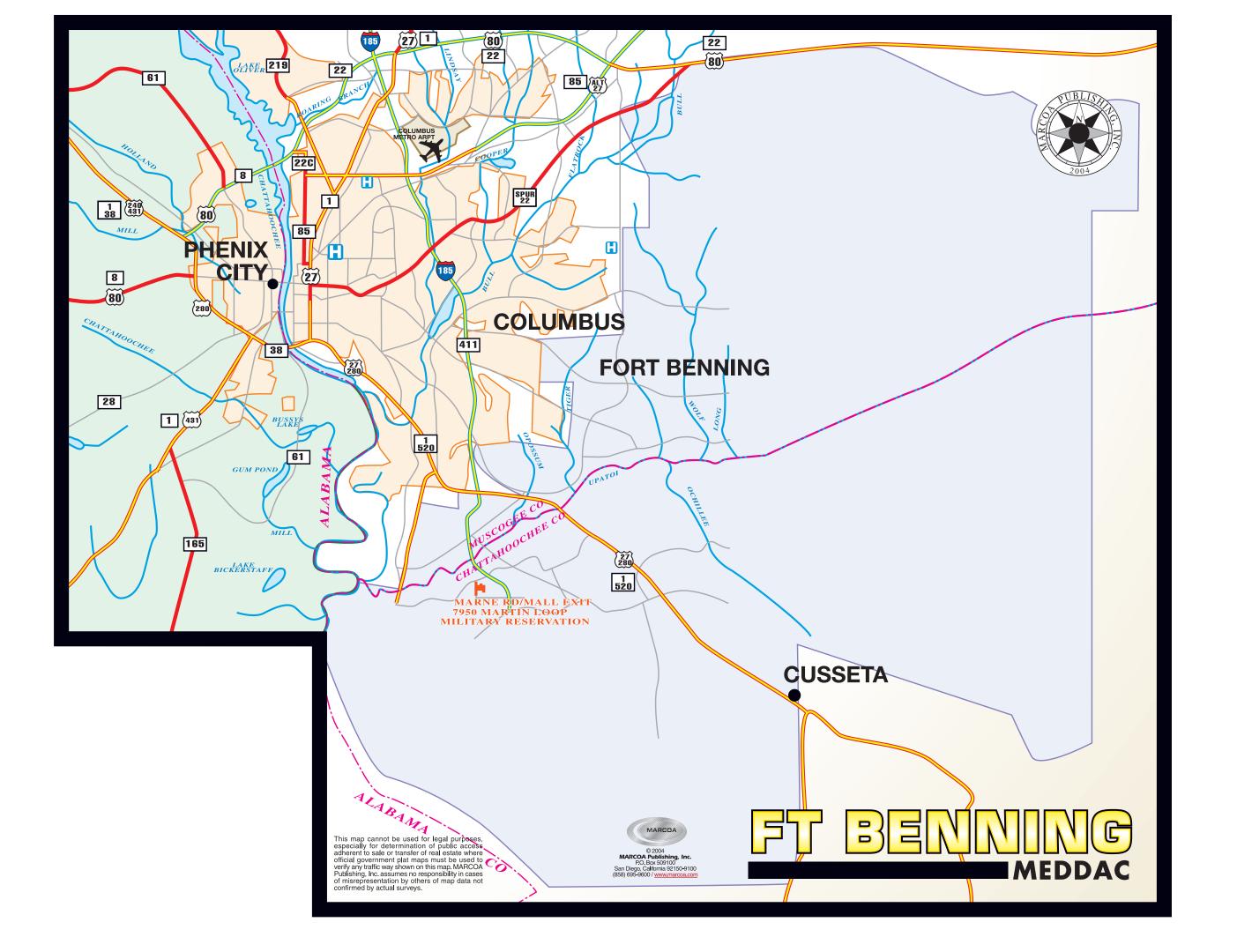


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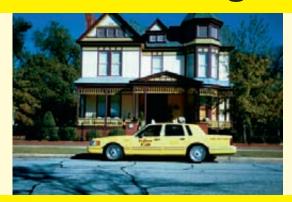
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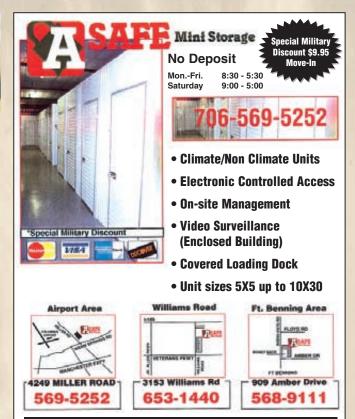
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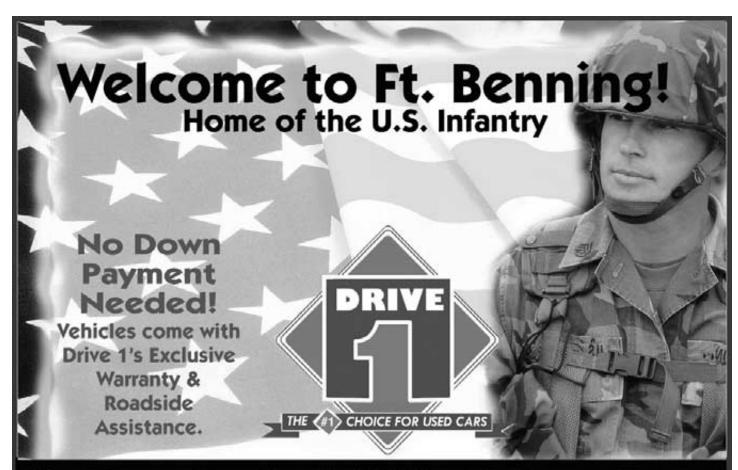
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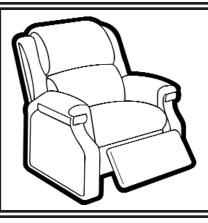
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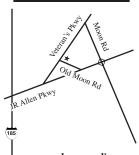
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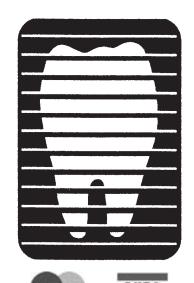
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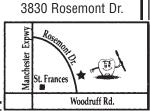
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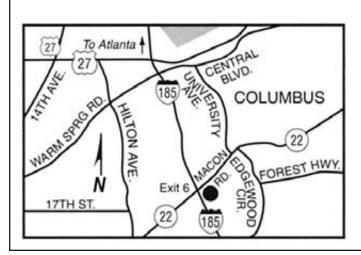
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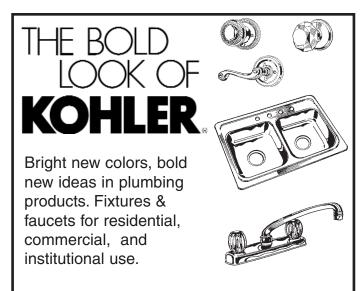
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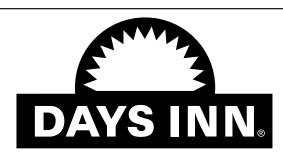
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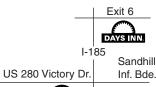


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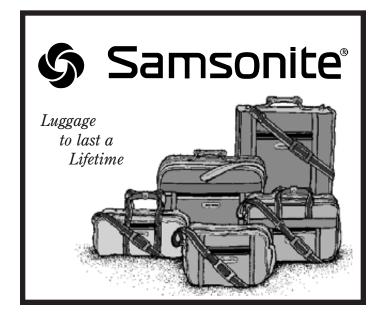


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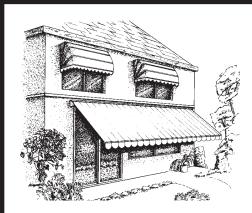
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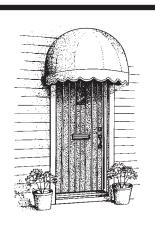


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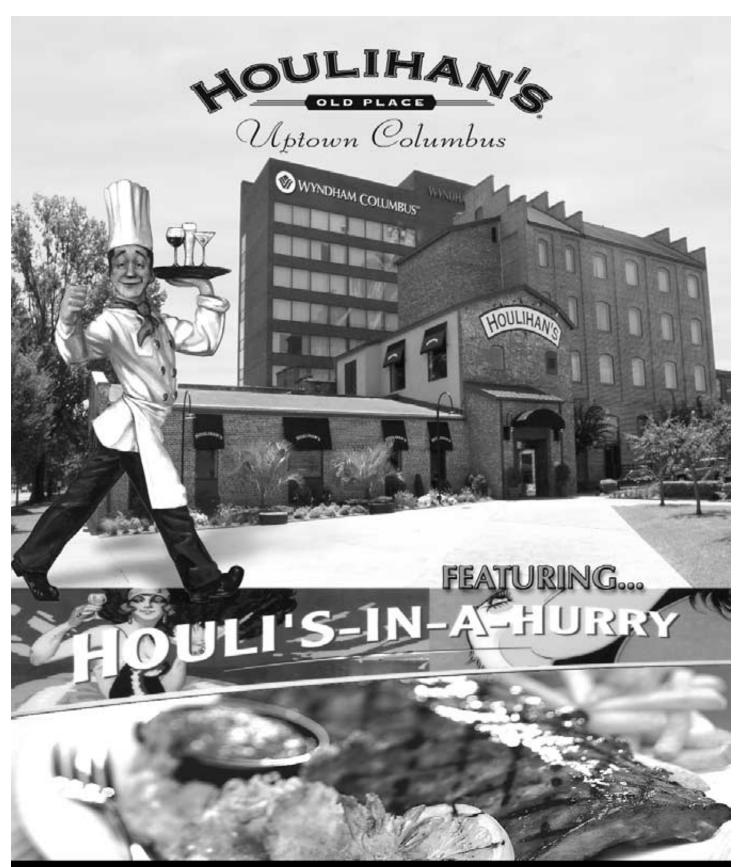
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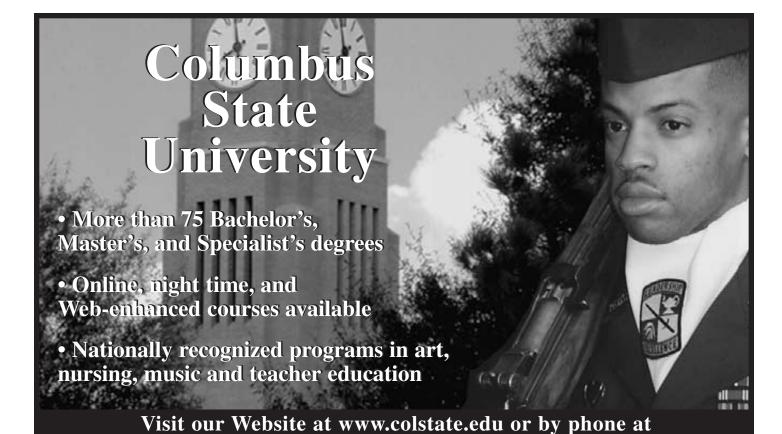
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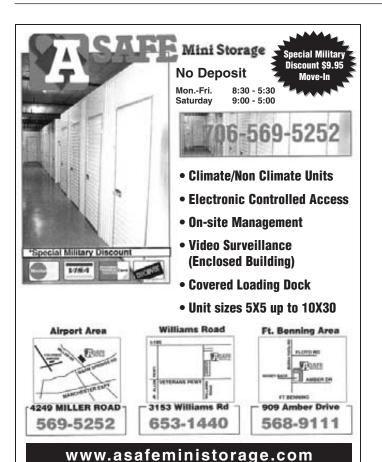
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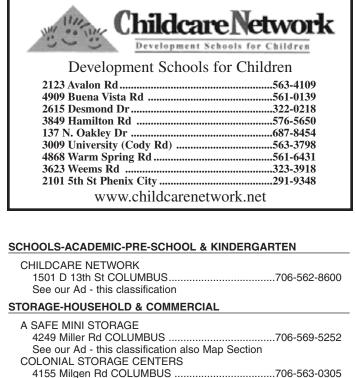
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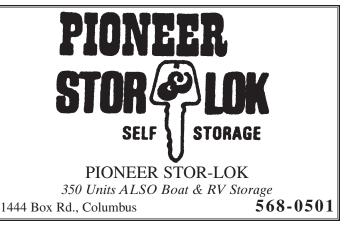
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